

SW Region's "Eye on Training" is on Lending Training Library

We are pleased to announce the newest additions to the SW Region HRDD Lending Training Library:

Succeed By Listening **Negotiating for Business Results** **Dealing with Change**

These new courses also support the NSPS Core Competencies.

The process to request courses from the lending library is easy. Contact one of the following POCs for details.



Susie Walker at m.s.walker@us.army.mil
Tanisha Garrido at Tanisha.Garrido@us.army.mil

Succeed by Listening – JWA Video

35 minute VHS, Audio Cassette and Workbook

An old philosopher once said: "One mouth, two ears," meaning (we think) that we should listen at least twice as much as we speak. It seems so easy to do and yet it can be oh so difficult. To help in this never-ending battle, JWA/Video has produced *Succeed By Listening* with listening expert Madelyn Burley-Allen.

In this video program, you'll discover the basic principles and techniques needed to become an active listener and better communicator in both your business and personal life. We have all been involved in the "he said, she said" world of communicating. He said this, no she said that, and no one is really sure what anyone said. This video program helps you overcome the listening/language barriers that cause these problems.



You will:

- Develop the skills necessary to become a level one listener (the best!) and understanding communicator
- Learn how to become even more persuasive by just listening correctly
- Learn to handle the tough situations by really understanding what has been said
- Have the confidence needed to solve the difficult problems and react without misunderstanding

Negotiating for Business Results – JWA Video *39 Minute VHS, Audio Cassette and Workbook*

Negotiation takes place all the time. It plays a vital role in your everyday business and personal life.



Yet, many people view negotiation as an onerous exercise to be tolerated rather than enjoyed. By viewing the video training program "Negotiation for Business Results" you'll develop the skills necessary to help you become a successful negotiator, and at the same time, learn to enjoy the process along the way.

You'll learn:

- The fundamental elements of negotiations
- How to prepare for nearly any kind of negotiation
- How to outline your negotiating goals
- How to anticipate what the other side will do and how to react
- Highly effective negotiation techniques
- How to negotiate like a pro!

Dealing with Change – Tom Peters

14 Minute DVD and Workbook/Leader's Guide

The Turner Network Television (TNT) story will show you how to develop programs that allow co-workers and employees to understand change and to embrace it. More importantly, you will see how TNT used contests, reward ceremonies, and other programs to make the change an integral part of their culture. You will learn how to make organizational change fun in just 14 minutes.



You'll learn:

- To Accept Change
- To Remember that Actions Have Meaning
- To Change the Culture
- To Involve Everyone

Contact us for more information on these and other courses available in our lending training library.

Customer Feedback

Your feedback and comments are valuable to us.



Manuel Smith, Chief, HRDD, SW Region
785-239-0088
Manuel.Smith@cpocswr.army.mil